### Complete Form, Print, Sign and Mail

Public Service Commission of South Caronna 101 Executive Center Dr., Suite 100 Columbia, SC 29210



Phone: 803-896-5100 Fax: 803-896-51

www.psc.sc.gov

Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

# **Individual Complaint Form**

Date*: 01/26/202	2		OR
Complainant or	Legal Representative Information:	* Required Fields	PROCESSING
Name *	Jeannie P. Brown		
Firm (if applicable)			SS
Mailing Address *	2001 Herring Pi		
City, State Zip *	Florence SC	29506 Phone *	- 2
E-mail	jbs.mail@sc.rr.com		2022
Name of Utility	Involved in Complaint: * Duke Ene	ergy	March
			rch
☐ Billing Error/A☐ Disconnection☐ Service Issue		<u> </u>	Refusal to Connect Service & Structure Extension Issue
Have you contact	ed the Office of Regulatory Staff (ORS)? *	Yes No Name of ORS Contact:	Brad Kirby SC
Concise Stateme	ent of Facts/Complaint: * (This section r	nust be completed. Attach additional	$\omega$
the owner doe charge was in charge separa	es not even benefit from the street cluded in bills without owners know the street ately. I have enclosed my electric basic facilities charge of \$11.78.	t lighting that was installed. owledge. So in order to be tr bills. It appears the street li	ansparent they are listing the ghting charge must have been
Relief Requeste	d: * (This section must be completed. Attack	h additional information to this page	
Brad Kirby ser lighting that w get no benefit	any relief. I just want to bring this veral months ago, who was very r as installed. I didn't realize I was from. I really think that Duke End	nice and understanding. I ge being supposedly being cha ergy just found a way to add	t no benefit from the street rged since 1979 for a service I
BE PUBLISHED	O AND AGREE THAT THE INFORMAT O ON THE COMMISSION'S WEBSITE ( UBLIC SCRUTINY OR FURTHER REL	dms.psc.gov), AND I UNDERSTAN	leannig L. Brown inant's Signature* (MUST BE SIGNED, DO NOT PRINT)
I, Jeannie P. E	outeuce has been adoed to each	Learning P. Bron	Office the Constant of the Con
		Complainant's Signature * (MUST BE SIGN	ED, DO NOT FRINT)

Phone: 803-896-51 Fax: 803-896-51 www.psc.sc.go

### **Individual Complaint Form Instructions and Procedure**

Please contact the Office of Regulatory Staff (ORS) at 803-737-5230 (Columbia, SC) or 800-922-1531 (toll free) to attempt to informally resolve this issue prior to filing an official complaint with the Commission.

A. To file an official complaint:

- 1. Complete the Complaint Form found on the Commission's website at www.psc.sc.gov.
  - a.) The form may be completed and e-mailed to contact@psc.sc.gov.
  - b.) Alternatively, a blank copy of the form may be printed, filled out, and then mailed or faxed to the Commission.
- 2. Individuals do not need to have legal representation to represent themselves before the Commission, but a corporation, partnership, limited liability company, or group of people or association must be represented by legal counsel. Neither the Commission nor the ORS can provide legal advice.
- FOR PROCESSING 2022 March 30 8:54 AM 3. If additional documentation is necessary to supplement your complaint, attach it to the form. The Public Service Commission of South Carolina has adopted the same standards regarding protection of personal identifying information as are in place in the various state courts (except Family and Probate Courts). These are set out in Rule 41.2(a) of the South Carolina Rules of Civil Procedure and are listed below:
  - a) Redaction. A person filing a document in paper or electronic format shall not include, or will redact where inclusion is necessary, the following personal identifying information.
  - b) Social Security Numbers, Taxpayer Identification Numbers, Driver's License Numbers, Passport Numbers or Any Other Personal Identifying Numbers. If it is necessary to include personal identifying numbers in a document, the parties should utilize some other identifier. Parties shall not include any portion of a social security number in a filing.
  - c) Names of Minor Children. If a minor is the victim of a sexual assault or the victim in an abuse or neglect case, the minor's name must be completely redacted and a term such as "victim" or "child" should be used. In all other cases, the minor's first name and first initial of the last name (i.e., John S.), or only the minor's initials (i.e., J.S.) should be used.
  - d) Financial Account Numbers, Including Any Type of Bank Account Numbers, Personal Identification Number (PIN) Code, or Passwords. If financial account numbers are relevant, only the last four digits of these numbers should be used.
  - e) Home Addresses of Minors, Sexual Assault and Abuse and Neglect Victims, and Non-Parties. If a home address of a minor, sexual assault victim, or non-party must be included, only the city and state should be used.
  - f) Date of Birth. If a date of birth must be included, only the year of birth should be included.

Individuals who file documents with the Public Service Commission are hereby notified that their filings will be made available to the public on the Commission's searchable Docket Management System. The Public Service Commission assumes no responsibility for redacting personal identifying information from any filings. It is solely the responsibility of the filer to ensure that no personal identifying information is made public by inclusion in his or her filings.

I have read and understand the Public Service Commission's policy pertaining to privacy protection for Signature of Filer: Jeannie P. Brom filings.

The problem is the basic facilities charge was not reduced. A street lighting charge of \$2.01 and 18 kwh was added. So if I was being charged a street lighting charge since 1979 when I moved into this neighborhood, where was it included in my electric bill when it was a hidden charge.

duke-energy.com 800.452.2777

# Your Energy Bill

page 1 of 3

Service address

JEANNIE LOU BROWN 2001 HERRING PL FLORENCE, SC 29506-5647

Bill date Sep 30, 2021 For service Aug 30 - Sep 29 30 days

Account number

### **Billing summary**

-167.62
107.02
167.62
\$167.62

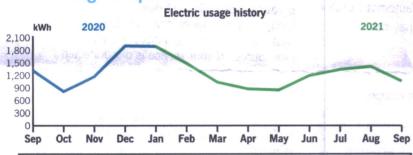
Thank you for your payment.

Please note your electric services may not be terminated for failure to pay the non-regulated charges listed.

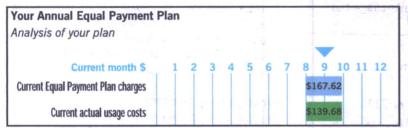
Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & wellbeing of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.

### Your usage snapshot



	Current Month	Sep 2020
Electric (kWh)	1,056	1,316





Your Annual Equal Payment Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of \$60.44 between plan charges and actual usage costs.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Amount of automatic draft

Please return this portion with your payment. Thank you for your business



Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090

> **JEANNIE LOU BROWN** 2001 HERRING PL FLORENCE, SC 29506-5647

Account number

\$167.62

by Oct 25

Your payment is scheduled to be made by monthly automatic draft on Oct 18.

Amount enclosed

**Duke Energy Payment Processing** PO Box 1003 Charlotte, NC 28201-1003

800.452.2777

Account number

#### We're here for you

Report an emergency

Electric outage

duke-energy.com/outages 800.419.6356

Convenient ways to pay your bill

By mail payable to Duke Energy

Automatically from your bank account

Speedpay

duke-energy.com/billing duke-energy.com/automatic-draft duke-energy.com/pay-now

800.452.2777

P.O. Box 1003

Charlotte, NC 28201-1003 duke-energy.com/location

In person

Help managing your account (not applicable for all customers)

Register for free paperless billing

Home

**Business** 

duke-energy.com/paperiess duke-energy.com/manage-home duke-energy.com/manage-bus

General questions or concerns

Call (Monday - Friday, 7 a.m. to 7 p.m.)

For hearing impaired TDD/TTY

International

duke-energy.com 800.452.2777

800.676.3777 or 711

1.407.629.1010

Check utility rates

Check rates and charges

duke-energy.com/rates

Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

#### Important to know

Your next meter reading: Nov 30

Make sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$19.00. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Late payment charges

A late payment charge of 1.5% will be added for any past due utility balance not paid by the due date.

Para nuestros clientes que habían Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. -7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.452.2777.

Your usage snapshot - continued

Current electric usage for meter number 236766	2093114
Actual reading on Sep 29 Previous reading on Aug 30	43184 - 42128
Energy used	1,056 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Billing details - Electric

Metered Energy S		10 44 1	\$127.06
Fixed Monthly Ric	er 39 Charge	A De Company	1.00
Total Charges	•		\$128.06

Your current rate is Residential Service (RES).

Your current electric charges include a basic facilities charge of \$11.78.

The basic facilities charge is a fixed monthly amount not related to usage and covers the cost of providing service to your location as well as maintaining customer records, billing and other transactions affecting your account. It is an existing monthly charge and is applicable whether or not electricity is used.

For a complete listing of all South Carolina rates and riders, visit dukeenergy.com/rates

### **Billing details - Product and Services**

Non-Regulated Surge Protection	\$7.99
Non-Regulated Surge Protection Added Coverage	2.99
Total Charges	\$10.98
	eri el la

### Billing details - Taxes & Other

2% SC local option sales tax	\$0.16
6% South Carolina sales tax	0.48
Total Taxes & Other	\$0.64
The Winds of the	ال الم

ent ourestions or correction

duke-energy.com 800.452.2777

# Your Energy Bill

Service address

FLORENCE SC 29506

MS. JEANNIE LOU BROWN 2001 HERRING PL

Bill date Dec 2, 2021 For service Oct 28 - Nov 30

34 days

### **Billing summary**

Oue Dec 28 \$19	0.56
dissipance in record, in source of the second	0.88
ervices 1	0.98
Charges 17	6.69
Charges	2.01
ceived Nov 22 -12	5.52
t Due \$12	5.52
4.0	

Thank you for your payment.

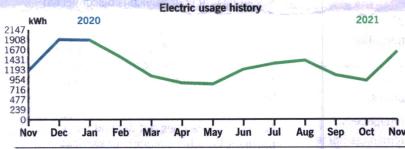
We've made updates to your bill! Your usage snapshot now includes the average outdoor temperature, and a new account number also displays at the top of your statement. If paying electronically, we encourage you to use this new 12-digit number, although payments can be processed under the old account number, too. You can also add a contribution on your payment to help others. Visit dukeenergy.com/BillUpdates to learn more.

Account number

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

Introducing Share the Light Fund, formerly Energy Neighbor Fund. Discover the power of community, whether you need help or want to help others. Add a gift to your bill or learn more at duke-energy.com/ ShareTheLight.

Your usage snapshot



Average temperature in degrees

33 40	40 40	30 04 70	70 00	01
A vis	<b>Current Mon</b>	th Nov 2020	12-Month Usag	ge Avg Monthly Usage
Electric (kWh)	1,621	1,167	15,591	1,299
12-month usag	ge based on m	ost recent histor	y	

Late payments are subject to a 0.0% late charge.

Please return this portion with your payment. Thank you for your business.

ENERGY. Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090

Account number

Amount of automatic draft

\$190.56 by Dec 28 Your payment is scheduled to be made by monthly automatic draft on Dec 28

Add here, to help others with a contribution to Share the Light

**Amount enclosed** 

MS. JEANNIE LOU BROWN 2001 HERRING PL FLORENCE SC 29506-5647

**Duke Energy Payment Processing** PO Box 1094 Charlotte, NC 28201-1094

Account number

200350257399

### We're here for you

#### Report an emergency

Electric outage

duke-energy.com/outages

duke-energy.com/billing

800.419.6356

#### Convenient ways to pay your bill

By mail payable to Duke Energy

Online

Automatically from your bank account

Speedpay

duke-energy.com/automatic-draft duke-energy.com/pay-now

800.452.2777

P.O. Box 1094

Charlotte, NC 28201-1094

In person

duke-energy.com/location

#### Help managing your account (not applicable for all customers)

Register for free paperless billing

Home

**Business** 

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### General questions or concerns

Online

Home: Mon - Fri (7 a.m. to 7 p.m.)

Business: Mon - Fri (7 a.m. to 6 p.m.)

For hearing impaired TDD/TTY

International

duke-energy.com 800.452.2777

866.582.6345

800.676.3777 or 711

1.407.629.1010

#### **Check utility rates**

Check rates and charges

duke-energy.com/rates

#### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

### Important to know

#### Your next meter reading: Dec 30

Make sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

#### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$19.00. A security deposit may also be required.

#### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

#### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

#### Late payment charges

A late payment charge of 0.0% will be added for any past due utility balance not paid by the due date.

#### Para nuestros clientes que hablan **Español**

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. -7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.452.2777.

(Brogrems his Hose) gastuo ohice ta

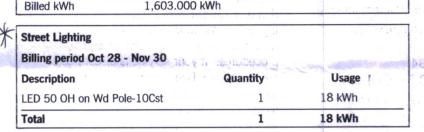


Your usage snapshot - Continued

Current electric usage for meter number 322651871	- Culages
Location: METERED SERVICE 122 (1857 by 1840) CN 877	
Actual reading on Nov 30 Previous reading on Oct 28	45711 - 44108
Energy used	1,603 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.



1.603.000 kWh

### Billing details - Electric

Billing Period - Oct 28 to Nov 30	az ünembülür
Meter - 322651871	ู อากการสุรุกษณ์กา
Basic Facility Charge	* \$11.78 *
Energy Charge a foosition open a les nouve econoles etc.	
800.000 kWh@ \$0.10726000	85.81
Energy Charge Annual Hast and State of the Annual Hast and Ann	
803.000 kWh @ \$0.09726000	78.10
Fixed Monthly Rider 39	1.00
Total Current Charges	\$176.69

Your current rate is Residential Service (RES).

For a complete listing of all South Carolina rates and riders, visit duke-energy.com/rates

# Billing details - Lighting

Billing Period - Oct 28 to Nov 30	
Fixture Charge	i Va Yanan
LED 50 OH on Wd Pole-10Cst	\$2.01
Total Current Charges	\$2.01

Your current rate is Street Lighting Service - Residential Subdivisions

## **Billing details - Products and Services**

Total Products and Services	\$10.98
Surge Protection Added Coverage	2.99
Surge Protection	\$7.99

Your utility service does not depend on your payment for optional, nonregulated products or services. Failure to pay for nonregulated products or services may result in your removal from the specific program, but will not result in disconnection of your utility service.

Thank you for being a Home Protection Plan customer. Your utility service cannot be disconnected if you fail to pay the charges associated with these optional, nonregulated products or services.

## **Billing details - Taxes**

Total Taxes	\$0.88
Sales Tax	0.66
County Sales Tax	\$0.22